

**RECEIVED
CENTRAL FAX CENTER**Application No. 09/813,209
Information Disclosure Statement

OCT 10 2005

Customer No. 01933

Attorney Docket No. 01161/LHCERTIFICATE OF FACSIMILE
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TO NO. 1-571-273-8300**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

TOTAL PAGES: 43

Applicant(s): Mineo NOZAKI et al

I hereby certify that this
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Commissioner for Patents
on the date noted below.

Serial No. : 09/813,209

Filed : March 20, 2001

N. Sahadeo

Nalini P. Sahadeo

For : TECHNICAL SUPPORT SYSTEM

Dated: October 10, 2005

Art Unit : 3623

Examiner : Catherine M. Colon

INFORMATION DISCLOSURE STATEMENTCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

Submitted herewith is a Form PTO/SB/08A.

USP 5,197,005, USP 5,446,883 and USP 6,766,320 were cited by the Examiner in an Office Action dated August 3, 2005 in related application Serial No. 10/002,745.

USP 5,819,272, USP 6,487,560, USP 6,694,335, USP 6,836,830, US 2002/0129047 and US 2002/0133509 were cited by the Examiner in an Office Action dated April 19, 2005, in related application Serial No. 10/002,771.

WO 01/02954 and DE 101 05 532 were cited in an Office Action (copy attached) in counterpart European application 02 770 188. USP 6,467,088 and US 2001/0013063 correspond respectively to WO 01/02954 and DE 101 05 532. DE 100 29 455 cited in the European Office Action has already been made of record in the present application.

It is respectfully requested that these publications be considered and made of record in the present application.

And it is respectfully requested that an initialed copy of the Form PTO/SB/08A be returned to indicate that these publications have been considered and made of record.

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No fee is required. Nevertheless, authorization is given to charge any necessary fees to Account No. 06-1378.

Respectfully submitted,



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| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | | 09/813,209 | | |
| | | | | Filing Date | | March 20, 2001 | | |
| | | | | First Named Inventor | | Mineo NOZAKI | | |
| | | | | Group Art Unit | | 3623 | | |
| | | | | Examiner Name | | Catherine M. Colon | | |
| Sheet | 1 | of | 1 | Attorney Docket Number | | 01161/LH | | |
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| Examiner Signature | | | | Date Considered | | | | |

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Mark here if English translation is attached.

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